

Trustee Statement 2024-25 – Peter Birtwistle Trust

Having considered the Peter Birtwistle Trust Annual Complaints Performance and Service Improvement Report for 2024-25, the trustees feel that it is a fair representation of how complaints are dealt with and shows that as an organisation the importance of a robust and practical approach to complaints handling is paramount.

The trustees feel that the report sets out clearly the progress that has been made since the last review in September 2024 and the areas that need to be addressed to encourage and give residents confidence that tackling complaints and complaints handling is a priority.

Signature Mary Thomas

Date 16/06/25

Mary Thomas
Member Responsible for Complaints